

# **Arizona Cultural & Linguistic Competency Technical Assistance Resource Kit**



**Produced by: Arizona Health Alliance for Language Access Rights**

**December 2014**

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## Methodology:

The Arizona Health Alliance for Language Access Rights (AHALAR) is a group of professionals devoted to creating and sustaining a welcoming environment that embraces Language Access Services (LAS) in Arizona. The members of the AHALAR, led by the Arizona Health Disparities Center, Arizona Department of Health Services, either are experts in cultural and linguistic competence and health equity or have contacts with relevant experts. With the assistance of many of these experts, the *Arizona Cultural & Linguistic Competency Technical Assistance Resource Kit* was developed. The publication identifies tools and resources to help advance cross-cultural communication skills, deliver culturally and linguistically appropriate health and healthcare services to diverse populations, and develop programs and policies to improve health quality and reduce health disparities in Arizona.

According to the U.S. Department of Health and Human Services, Office of Minority Health, cultural and linguistic competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations. “Culture” refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups. “Competence” implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities (Adapted from Cross, 1989).

The resources were arranged by categories of expertise and in alphabetical order of the first word of organizations. It is an ongoing document, and is updated in a timely fashion.

This Resource Kit is modeled from the *Maryland Cultural Competency Technical Assistance Resource Kit* {Health Literacy, Language Services, Workforce Diversity}.

### Interested in being included in the resource kit?

Email [hong.chartrand@azdhs.gov](mailto:hong.chartrand@azdhs.gov)

**Disclaimer:** This list of cultural & linguistic competency tools and resources is intended to provide guidance to Arizona health and human service providers who seek to improve the cultural & linguistic competency of their facilities and programs. These resources are external to the Arizona Department of Health Services (ADHS). Although they have been reviewed and determined sufficiently experienced in their fields, their inclusion on this list is not an endorsement of their services by ADHS. Please click the [National Standards of Practice for Interpreters in Health Care](#) and [A National Code of Ethics for Interpreters in Health Care for more information](#) for more information. We welcome your feedback so that we can continue to build the quality of this service.

## Cultural Competency

### ARIZONA COUNCIL OF HUMAN SERVICE PROVIDERS

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Organizational/Program Assessment <b>Types of Products:</b> <input checked="" type="checkbox"/> Training Toolkits and Materials <input checked="" type="checkbox"/> Program Data	Contact Person: Bahney Dedolph Policy Analyst  Email: <a href="mailto:bdedolph@azcouncil.com">bdedolph@azcouncil.com</a> Tel: 602-252-9363 Address: 2100 North Central, Suite 225, Phoenix, AZ 85004  Website: <a href="http://www.azcouncil.com">www.azcouncil.com</a>
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### ARIZONA DEPARTMENT OF HEALTH SERVICES, ARIZONA HEALTH DISPARITIES CENTER

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Organizational/Program Assessment <input checked="" type="checkbox"/> Group Training <input checked="" type="checkbox"/> Train-the-Trainer <input checked="" type="checkbox"/> Curriculum Development <b>Types of Products:</b> <input checked="" type="checkbox"/> Curricula <input checked="" type="checkbox"/> Training Toolkits and Materials <input checked="" type="checkbox"/> Public Health Workforce Training <input checked="" type="checkbox"/> Program Data	Contact Person: Hong Chartrand, MPA, MA Program Manager  Email: <a href="mailto:hong.chartrand@azdhs.gov">hong.chartrand@azdhs.gov</a> Tel: 602-542-1219 Address: 150 N. 18 <sup>th</sup> Avenue, Suite 300 Phoenix, AZ 85007  Website: <a href="http://www.azminorityhealth.gov">http://www.azminorityhealth.gov</a>
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### ARIZONA STATE UNIVERSITY, CENTER FOR APPLIED BEHAVIORAL HEALTH POLICY

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Organizational/Program Assessment <input checked="" type="checkbox"/> Group Training <input checked="" type="checkbox"/> Train-the-Trainer <input checked="" type="checkbox"/> Curriculum Development	Contact Person: Vicki Staples, MEd, CPRP Associate Director of Clinical Initiatives  Email: <a href="mailto:Vicki.staples@asu.edu">Vicki.staples@asu.edu</a> Tel: 602-496-1482 (office) /602-509-6801 (cell) Address: 500 N. 3rd Street, Suite 200 Phoenix, AZ 85004  Website: <a href="http://cabhp.asu.edu/">http://cabhp.asu.edu/</a>
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### ASIAN PACIFIC COMMUNITY IN ACTION, HEALTH THROUGH ACTION ARIZONA COALITION

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Organizational/Program Assessment <input checked="" type="checkbox"/> Group Training <b>Types of Products:</b> <input checked="" type="checkbox"/> Public Health Workforce Training	Contact Person: Layal Rabat, MA Empowerment and Advocacy Manager  Email: <a href="mailto:layal@apcaaz.org">layal@apcaaz.org</a> Tel: 602-265-4598 Address: 4520 N. Central Avenue, 380, Phoenix, AZ 85041  Website: <a href="http://www.apcaaz.org">http://www.apcaaz.org</a>
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### BURUNDI ARIZONA HERITAGE ORGANIZATION, INC

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Group Training	Contact Person: Venant Vyamungu President Tel: (602) 332-4819; (602) 344-6579  Contact Person: Pierre Gasimbo Tel: (720) 900-8893 Email: <a href="mailto:baho_inc@yahoo.com">baho_inc@yahoo.com</a>
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### HAMRO AMERICA

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Group Training <input checked="" type="checkbox"/> Curriculum Development <b>Types of Products:</b> <input checked="" type="checkbox"/> Curricula <input checked="" type="checkbox"/> Training Toolkits and Materials	Contact Person: Kamana Khadka, MPH Director  Email: <a href="mailto:kamana@hamroamerica.org">kamana@hamroamerica.org</a> Tel: 602-475-5080 Address: 2802 N. 37th Ave., Phoenix, AZ 85009  Website: <a href="http://www.hamroamerica.org/">http://www.hamroamerica.org/</a>
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### IRAQI AMERICAN SOCIETY FOR PEACE AND FRIENDSHIP

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Group Training	Contact Person: Therese Paetschow Director  Email: <a href="mailto:tpaetschow@iaspf.org">tpaetschow@iaspf.org</a> Tel: 602-358-8477 Address: 3581 W. Northern Ave, Ste. 8, Phoenix, AZ  Website: <a href="http://www.iaspf.org">http://www.iaspf.org</a>
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### MARICOPA INTEGRATED HEALTH SYSTEM, CULTURAL AND LANGUAGE SERVICES

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Group Training <input checked="" type="checkbox"/> Curriculum Development <b>Types of Products:</b> <input checked="" type="checkbox"/> Curricula <input checked="" type="checkbox"/> Training Toolkits and Materials	Contact Person: Luis Gendreau, BGS, MBA Community Relations Director  Email: <a href="mailto:Luis.Gendreau@mihs.org">Luis.Gendreau@mihs.org</a> Tel: 602-344-1826  Address: 2601 E. Roosevelt Street Phoenix, AZ 85008  Website: <a href="http://www.mihs.gov">http://www.mihs.gov</a>
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### NATIVE HEALTH

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Group Training  <b>Types of Products:</b> <input checked="" type="checkbox"/> Public Health Workforce Training	Contact Person: Roy Johnston, MC, LISAC Mental Health/Substance Abuse Counselor  Email: <a href="mailto:rjohnston@nachci.com">rjohnston@nachci.com</a> Tel: 602-279-5262 x 3202 Address: 4041 N. Central Avenue, Building C Phoenix, AZ 85012  Website: <a href="http://www.nativehealthphoenix.org">www.nativehealthphoenix.org</a>
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### SOMALI AMERICAN UNITED COUNCIL OF ARIZONA

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Group Training	Contact Person: Mohamed Ali Abukar President and CEO  Email: <a href="mailto:m.abukar@cox.net">m.abukar@cox.net</a> Tel: 602-522-2100 Address: 2425 E Thomas Rd, Ste.10/12 Phoenix, AZ Website: <a href="http://www.somaliunitedcouncil.org/">http://www.somaliunitedcouncil.org/</a>
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### WELCOME TO AMERICA PROJECT, Refugee Cultural Competency

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Group Training  <b>Types of Products:</b> <input checked="" type="checkbox"/> Curricula	Contact Person: Megan O'Connor Executive Direction  Email: <a href="mailto:Megan.OConnor@WTAP.org">Megan.OConnor@WTAP.org</a> Tel: (602)490-0088 Address: PO Box 21 Scottsdale, AZ 85252 Website: <a href="http://www.wtap.org">www.wtap.org</a>
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### WORTHY INSTITUTE

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Group Training <input checked="" type="checkbox"/> Curriculum Development  <b>Types of Products:</b> <input checked="" type="checkbox"/> Curricula <input checked="" type="checkbox"/> Public Health Workforce Training	Contact Person: Rasheda Worthy CEO  Email: <a href="mailto:rworthy@worthyinstitute.com">rworthy@worthyinstitute.com</a> Tel: 602-258-3300 Address: 2942 North 24th Street, Suite 207 Phoenix, AZ 85016 Website: <a href="http://www.worthyinstitute.com/#!/programs/c21kz">http://www.worthyinstitute.com/#!/programs/c21kz</a>
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## Health Literacy

### ARIZONA DEPARTMENT OF HEALTH SERVICES, ARIZONA HEALTH DISPARITIES CENTER

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Organizational/Program Assessment <input checked="" type="checkbox"/> Curriculum Development <b>Types of Products:</b> <input checked="" type="checkbox"/> Curricula <input checked="" type="checkbox"/> Training Toolkits and Materials <input checked="" type="checkbox"/> Public Health Workforce Training <input checked="" type="checkbox"/> Program Data	Contact Person: Hong Chartrand, MPA, MA Program Manager  Email: <a href="mailto:hong.chartrand@azdhs.gov">hong.chartrand@azdhs.gov</a> Tel: 602-542-1219 Address: 150 N. 18 <sup>th</sup> Avenue, Suite 300 Phoenix, AZ 85007  Website: <a href="http://www.azminorityhealth.gov">http://www.azminorityhealth.gov</a>
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### ARIZONA DEPARTMENT OF HEALTH SERVICES, REFUGEE HEALTH PROGRAM

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Group Training <input checked="" type="checkbox"/> Train-the-Trainer <input checked="" type="checkbox"/> Curriculum Development <b>Types of Products:</b> <input checked="" type="checkbox"/> Curricula <input checked="" type="checkbox"/> Training Toolkits and Materials <input checked="" type="checkbox"/> Program Data	Contact Person: Stella Kiarie, MPH Refugee Health Coordinator  Email: <a href="mailto:Stella.Kiarie@azdhs.gov">Stella.Kiarie@azdhs.gov</a> Tel: 602-364-3592 Address: 150 N. 18 <sup>th</sup> Avenue, Suite 110 Phoenix, AZ 85007  Website: <a href="http://www.AZrefugeehealth.org">http://www.AZrefugeehealth.org</a>
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### ARIZONA HEALTH LITERACY COALITION

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Group Training <b>Types of Products:</b> <input checked="" type="checkbox"/> Training Toolkits and Materials	Contact Person: Jutta Ulrich  Email: <a href="mailto:jutta.ulrich@thunderbird.edu">jutta.ulrich@thunderbird.edu</a> Tel: 602-738-9064  Website: <a href="http://www.azhealthliteracy.org/">http://www.azhealthliteracy.org/</a>
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## CANYON RANCH INSTITUTE

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Organizational/Program Assessment <input checked="" type="checkbox"/> Group Training <input checked="" type="checkbox"/> Train-the-Trainer <input checked="" type="checkbox"/> Curriculum Development <b>Types of Products:</b> <input checked="" type="checkbox"/> Curricula <input checked="" type="checkbox"/> Training Toolkits and Materials <input checked="" type="checkbox"/> Public Health Workforce Training <input checked="" type="checkbox"/> Program Data	Contact Person: Andrew Pleasant, Ph.D. Senior Director for Health Literacy and Research  Email: <a href="mailto:andrew@canyonranchinstitute.org">andrew@canyonranchinstitute.org</a> Tel: 520-239-8561 Address: 8600 E. Rockcliff Road, Tucson, AZ 85750  Website: <a href="http://www.canyonranchinstitute.org">http://www.canyonranchinstitute.org</a>
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## HENDERSON-HUGHES HEALTH PARTNERS (H3P)

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Organizational/Program Assessment <input checked="" type="checkbox"/> Group Training <input checked="" type="checkbox"/> Train-the-Trainer <input checked="" type="checkbox"/> Curriculum Development <b>Types of Products:</b> <input checked="" type="checkbox"/> Curricula <input checked="" type="checkbox"/> Program Data	Contact Person: Venus Henderson-Hughes, MBA, MPH Founder/Chief Operating Officer  Website: <a href="http://www.h3p1.org/">http://www.h3p1.org/</a>  Email: <a href="mailto:vhughes@h3p1.org">vhughes@h3p1.org</a> Tel: (623) 282-4214 Address: PO Box 32054 Mesa, AZ 85275
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## HEALTH LITERACY ARIZONA

<b>Types of Services Provided:</b> <input checked="" type="checkbox"/> Organizational/Program Assessment <input checked="" type="checkbox"/> Group Training <input checked="" type="checkbox"/> Curriculum Development <b>Types of Products:</b> <input checked="" type="checkbox"/> Curricula <input checked="" type="checkbox"/> Training Toolkits and Materials	Contact Person: Marti Lindsey, Ph.D.  Email: <a href="mailto:lindsey@pharmacy.arizona.edu">lindsey@pharmacy.arizona.edu</a> Tel: 520-626-3692  Website: <a href="http://healthliteracy.pharmacy.arizona.edu/contact_us.html">http://healthliteracy.pharmacy.arizona.edu/contact_us.html</a>
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## Language Services

### Non-for-Profit Organization or Governmental Agency

#### ARIZONA LANGUAGE AND TRANSPORTATION SERVICES

<p><b>Types of Services Provided:</b></p> <p><input checked="" type="checkbox"/> Language Interpretation <input checked="" type="checkbox"/> In-person</p> <p><input checked="" type="checkbox"/> Arabic      <input checked="" type="checkbox"/> Farsi      <input checked="" type="checkbox"/> French      <input checked="" type="checkbox"/> Nepali <input checked="" type="checkbox"/> Russian      <input checked="" type="checkbox"/> Somali      <input checked="" type="checkbox"/> Spanish</p> <p>For more languages, please click <a href="http://www.altsarizona.com/services.html">http://www.altsarizona.com/services.html</a></p> <p><input checked="" type="checkbox"/> Language Translation</p> <p><input checked="" type="checkbox"/> Arabic      <input checked="" type="checkbox"/> Farsi      <input checked="" type="checkbox"/> French <input checked="" type="checkbox"/> Nepali      <input checked="" type="checkbox"/> Russian      <input checked="" type="checkbox"/> Spanish</p> <p>For more languages, please click <a href="http://www.altsarizona.com/services.html">http://www.altsarizona.com/services.html</a></p> <p><b>Types of Products:</b></p> <p><input checked="" type="checkbox"/> Interpretation <input checked="" type="checkbox"/> Translation</p>	<p>Email: <a href="mailto:sahra@altsarizona.com">sahra@altsarizona.com</a> Tel: 480-777-0707 Address: 4659 S. Lakeshore Drive Tempe, AZ 85282</p> <p>Website: <a href="http://www.altsarizona.com">http://www.altsarizona.com</a></p>
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## ASIAN PACIFIC COMMUNITY IN ACTION, BRIDGING CULTURES

<p><b>Types of Services Provided:</b></p> <p><input checked="" type="checkbox"/> Language Interpretation  <input checked="" type="checkbox"/> In-person</p> <p><input checked="" type="checkbox"/> Arabic      <input checked="" type="checkbox"/> Burmese      <input checked="" type="checkbox"/> Cantonese  <input checked="" type="checkbox"/> Korean      <input checked="" type="checkbox"/> Mandarin      <input checked="" type="checkbox"/> Nepali  <input checked="" type="checkbox"/> Vietnamese</p> <p>For more languages, please click  <a href="http://www.bridgingculturesaz.org/">http://www.bridgingculturesaz.org/</a></p> <p><input checked="" type="checkbox"/> Language Translation</p> <p><input checked="" type="checkbox"/> Arabic      <input checked="" type="checkbox"/> Burmese      <input checked="" type="checkbox"/> Chinese  <input checked="" type="checkbox"/> French      <input checked="" type="checkbox"/> Nepali      <input checked="" type="checkbox"/> Vietnamese</p> <p>For more languages, please click  <a href="http://www.bridgingculturesaz.org/">http://www.bridgingculturesaz.org/</a></p> <p><input checked="" type="checkbox"/> Group Training  <input checked="" type="checkbox"/> Train-the-Trainer  <input checked="" type="checkbox"/> Curriculum Development</p> <p><b>Types of Products:</b></p> <p><input checked="" type="checkbox"/> Interpretation  <input checked="" type="checkbox"/> Translation  <input checked="" type="checkbox"/> Curricula</p>	<p>Contact Person: Zeenat Hasan, MPH, MA  Bridging Cultures Program Director</p> <p>Email: <a href="mailto:zeenat@apcaaz.org">zeenat@apcaaz.org</a>, <a href="mailto:liza@apcaaz.org">liza@apcaaz.org</a>  Tel: 602-265-4598  Address: 6741 N 7<sup>th</sup> Street, Phoenix, AZ 85014</p> <p>Website: <a href="http://www.apcaaz.org">http://www.apcaaz.org</a>;  <a href="http://www.bridgingculturesaz.org/">http://www.bridgingculturesaz.org/</a></p>
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## INTERNATIONAL RESCUE COMMITTEE

<p><b>Types of Services Provided:</b></p> <p><input checked="" type="checkbox"/> Language Interpretation</p> <p><input checked="" type="checkbox"/> In-person</p> <table border="0"> <tr> <td><input checked="" type="checkbox"/> Arabic</td> <td><input checked="" type="checkbox"/> Burmese</td> <td><input checked="" type="checkbox"/> Cantonese</td> </tr> <tr> <td><input checked="" type="checkbox"/> Farsi</td> <td><input checked="" type="checkbox"/> French</td> <td><input checked="" type="checkbox"/> Korean</td> </tr> <tr> <td><input checked="" type="checkbox"/> Mandarin</td> <td><input checked="" type="checkbox"/> Nepali</td> <td><input checked="" type="checkbox"/> Russian</td> </tr> <tr> <td><input checked="" type="checkbox"/> Somali</td> <td><input checked="" type="checkbox"/> Spanish</td> <td><input checked="" type="checkbox"/> Vietnamese</td> </tr> </table> <p>For more languages, please click  <a href="http://www.rescue.org/us-program/us-phoenix-az">http://www.rescue.org/us-program/us-phoenix-az</a></p> <p><input checked="" type="checkbox"/> Group Training</p> <p><b>Types of Products:</b></p> <p><input checked="" type="checkbox"/> Interpretation</p>	<input checked="" type="checkbox"/> Arabic	<input checked="" type="checkbox"/> Burmese	<input checked="" type="checkbox"/> Cantonese	<input checked="" type="checkbox"/> Farsi	<input checked="" type="checkbox"/> French	<input checked="" type="checkbox"/> Korean	<input checked="" type="checkbox"/> Mandarin	<input checked="" type="checkbox"/> Nepali	<input checked="" type="checkbox"/> Russian	<input checked="" type="checkbox"/> Somali	<input checked="" type="checkbox"/> Spanish	<input checked="" type="checkbox"/> Vietnamese	<p>Contact Person: Rabah Radhi          Interpreter Service          Supervisor</p> <p>Email: <a href="mailto:rabah.radhi@rescue.org">rabah.radhi@rescue.org</a>          Tel: 602-433-2440 ext. 171          623-252-2440 (Scheduling line, available 24/7)          Address: 5227 N. 7<sup>th</sup> Street, Phoenix, AZ 85014</p> <p>Website: <a href="http://www.rescue.org/us-program/us-phoenix-az">http://www.rescue.org/us-program/us-phoenix-az</a></p>
<input checked="" type="checkbox"/> Arabic	<input checked="" type="checkbox"/> Burmese	<input checked="" type="checkbox"/> Cantonese											
<input checked="" type="checkbox"/> Farsi	<input checked="" type="checkbox"/> French	<input checked="" type="checkbox"/> Korean											
<input checked="" type="checkbox"/> Mandarin	<input checked="" type="checkbox"/> Nepali	<input checked="" type="checkbox"/> Russian											
<input checked="" type="checkbox"/> Somali	<input checked="" type="checkbox"/> Spanish	<input checked="" type="checkbox"/> Vietnamese											

## MARICOPA INTEGRATED HEALTH SYSTEM, CULTURAL AND LANGUAGE SERVICES

<p><b>Types of Services Provided:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Language Interpretation             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> In-person</li> <li><input checked="" type="checkbox"/> Telephonic (all languages)</li> <li><input checked="" type="checkbox"/> Video</li> </ul> </li> <li><input checked="" type="checkbox"/> Arabic      <input checked="" type="checkbox"/> Burmese      <input checked="" type="checkbox"/> French</li> <li><input checked="" type="checkbox"/> Nepali      <input checked="" type="checkbox"/> Somali      <input checked="" type="checkbox"/> Spanish</li> </ul> <p>For more languages, please go to website  <a href="http://www.mihs.gov">http://www.mihs.gov</a></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Spanish             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Language Translation</li> </ul> </li> <li><input checked="" type="checkbox"/> Group Training</li> <li><input checked="" type="checkbox"/> Train-the-Trainer</li> <li><input checked="" type="checkbox"/> Curriculum Development</li> </ul> <p><b>Types of Products:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Interpretation</li> <li><input checked="" type="checkbox"/> Translation</li> <li><input checked="" type="checkbox"/> Training Toolkits and Materials</li> </ul>	<p>Contact Person: Luis Gendreau, BGS, MBA              Community Relations Director</p> <p>Email: <a href="mailto:Luis.Gendreau@mihs.org">Luis.Gendreau@mihs.org</a>              Tel: 602-344-1826              Fax: 602-344-1823</p> <p>Address:              Maricopa Integrated Health System              Community Relations Department              2601 E. Roosevelt Street              Phoenix, AZ 85008</p> <p>Website: <a href="http://www.mihs.gov">http://www.mihs.gov</a></p>
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## MIDNIMO TRANSLATION AND INTERPRETATION

<p><b>Types of Services Provided:</b></p> <p><input checked="" type="checkbox"/> Language Interpretation  <input checked="" type="checkbox"/> In-person</p> <p><input checked="" type="checkbox"/> Arabic <input checked="" type="checkbox"/> Burmese <input checked="" type="checkbox"/> Somali  For more languages, contact Halima.</p> <p><input checked="" type="checkbox"/> Language Translation  <input checked="" type="checkbox"/> Arabic <input checked="" type="checkbox"/> Burmese <input checked="" type="checkbox"/> Somali  For more languages, contact Halima.</p> <p><b>Types of Products:</b></p> <p><input checked="" type="checkbox"/> Interpretation  <input checked="" type="checkbox"/> Translation</p>	<p>Contact Person: Halima Abdirazak</p> <p>Email: <a href="mailto:halima.abdirazak@gmail.com">halima.abdirazak@gmail.com</a>  Tel: 602-273-7000</p>
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## PHOENIX CHILDREN’S HOSPITAL, CULTURE AND LANGUAGE SERVICES

<p><b>Types of Services Provided:</b></p> <p><input checked="" type="checkbox"/> Language Interpretation  <input checked="" type="checkbox"/> In-person  <input checked="" type="checkbox"/> Telephonic (all languages)</p> <p><input checked="" type="checkbox"/> Spanish and other languages</p> <p><input checked="" type="checkbox"/> Language Translation  <input checked="" type="checkbox"/> Spanish</p> <p><input checked="" type="checkbox"/> Group Training  <input checked="" type="checkbox"/> Train-the-Trainer  <input checked="" type="checkbox"/> Curriculum Development</p> <p><b>Types of Products:</b></p> <p><input checked="" type="checkbox"/> Interpretation  <input checked="" type="checkbox"/> Translation  <input checked="" type="checkbox"/> Curricula  <input checked="" type="checkbox"/> Training Toolkits and Materials  <input checked="" type="checkbox"/> Program Data</p>	<p>Contact Person: Irma Bustamante  Manager</p> <p>Email: <a href="mailto:ibustam@phoenixchildrens.com">ibustam@phoenixchildrens.com</a>  Tel: 602-933-3352  Address: 1919 East Thomas Road  Phoenix, AZ 85016</p> <p>Website: <a href="http://www.phoenixchildrens.org">http://www.phoenixchildrens.org</a></p>
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## TUCSON INTERNATIONAL ALLIANCE OF REFUGEE COMMUNITIES

<p><b>Types of Services Provided:</b></p> <p><input checked="" type="checkbox"/> Language Interpretation  <input checked="" type="checkbox"/> In-person</p> <p><input checked="" type="checkbox"/> Arabic      <input checked="" type="checkbox"/> Farsi      <input checked="" type="checkbox"/> French  <input checked="" type="checkbox"/> Nepali      <input checked="" type="checkbox"/> Russian      <input checked="" type="checkbox"/> Somali</p> <p>For more languages, please click  <a href="http://www.aztiarc.org/translation-and-interpretation.html">http://www.aztiarc.org/translation-and-interpretation.html</a></p> <p><input checked="" type="checkbox"/> Language Translation</p> <p><input checked="" type="checkbox"/> Arabic      <input checked="" type="checkbox"/> Farsi      <input checked="" type="checkbox"/> French  <input checked="" type="checkbox"/> Nepali      <input checked="" type="checkbox"/> Russian      <input checked="" type="checkbox"/> Somali</p> <p>For more languages, please click  <a href="http://www.aztiarc.org/translation-and-interpretation.html">http://www.aztiarc.org/translation-and-interpretation.html</a></p> <p><b>Types of Products:</b></p> <p><input checked="" type="checkbox"/> Interpretation  <input checked="" type="checkbox"/> Translation</p>	<p>Contact Person: Erina Delic  Executive Director</p> <p>Email: <a href="mailto:tiarc.erina@gmail.com">tiarc.erina@gmail.com</a>  Tel: 520-881-4404  Address: 4224 E. Grant Road, Tucson, AZ 85712</p> <p>Website: <a href="http://www.aztiarc.org/">http://www.aztiarc.org/</a></p>
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## TUSCON MEDICAL CENTER, INTERNATIONAL & LANGUAGE SERVICES

<p><b>Types of Services Provided:</b></p> <p><input checked="" type="checkbox"/> Language Interpretation</p> <p style="padding-left: 20px;"> <input checked="" type="checkbox"/> In-person  <input checked="" type="checkbox"/> Telephonic  <input checked="" type="checkbox"/> Video         </p> <table border="0" style="width: 100%;"> <tr> <td><input checked="" type="checkbox"/> Arabic</td> <td><input checked="" type="checkbox"/> Burmese</td> <td><input checked="" type="checkbox"/> Cantonese</td> </tr> <tr> <td><input checked="" type="checkbox"/> Farsi</td> <td><input checked="" type="checkbox"/> French</td> <td><input checked="" type="checkbox"/> Korean</td> </tr> <tr> <td><input checked="" type="checkbox"/> Mandarin</td> <td><input checked="" type="checkbox"/> Nepali</td> <td><input checked="" type="checkbox"/> Russian</td> </tr> <tr> <td><input checked="" type="checkbox"/> Somali</td> <td><input checked="" type="checkbox"/> Spanish</td> <td><input checked="" type="checkbox"/> Vietnamese</td> </tr> </table> <p><input checked="" type="checkbox"/> Language Translation</p> <table border="0" style="width: 100%;"> <tr> <td><input checked="" type="checkbox"/> Arabic</td> <td><input checked="" type="checkbox"/> Burmese</td> <td><input checked="" type="checkbox"/> Cantonese</td> </tr> <tr> <td><input checked="" type="checkbox"/> Farsi</td> <td><input checked="" type="checkbox"/> French</td> <td><input checked="" type="checkbox"/> Korean</td> </tr> <tr> <td><input checked="" type="checkbox"/> Mandarin</td> <td><input checked="" type="checkbox"/> Nepali</td> <td><input checked="" type="checkbox"/> Russian</td> </tr> <tr> <td><input checked="" type="checkbox"/> Somali</td> <td><input checked="" type="checkbox"/> Spanish</td> <td><input checked="" type="checkbox"/> Vietnamese</td> </tr> </table> <p><input checked="" type="checkbox"/> Organizational/Program Assessment</p> <p><input checked="" type="checkbox"/> Group Training</p> <p><input checked="" type="checkbox"/> Curriculum Development</p> <p><b>Types of Products:</b></p> <p><input checked="" type="checkbox"/> Interpretation</p> <p><input checked="" type="checkbox"/> Translation</p>	<input checked="" type="checkbox"/> Arabic	<input checked="" type="checkbox"/> Burmese	<input checked="" type="checkbox"/> Cantonese	<input checked="" type="checkbox"/> Farsi	<input checked="" type="checkbox"/> French	<input checked="" type="checkbox"/> Korean	<input checked="" type="checkbox"/> Mandarin	<input checked="" type="checkbox"/> Nepali	<input checked="" type="checkbox"/> Russian	<input checked="" type="checkbox"/> Somali	<input checked="" type="checkbox"/> Spanish	<input checked="" type="checkbox"/> Vietnamese	<input checked="" type="checkbox"/> Arabic	<input checked="" type="checkbox"/> Burmese	<input checked="" type="checkbox"/> Cantonese	<input checked="" type="checkbox"/> Farsi	<input checked="" type="checkbox"/> French	<input checked="" type="checkbox"/> Korean	<input checked="" type="checkbox"/> Mandarin	<input checked="" type="checkbox"/> Nepali	<input checked="" type="checkbox"/> Russian	<input checked="" type="checkbox"/> Somali	<input checked="" type="checkbox"/> Spanish	<input checked="" type="checkbox"/> Vietnamese	<p>Contact Person: Monica Frisbie-Garcia Manager</p> <p>Email: <a href="mailto:monica.frisbie@tmcaz.com">monica.frisbie@tmcaz.com</a></p> <p>Tel: 520 324-1953</p> <p>Address: 5301 E. Grant Rd Tucson, AZ 85712</p> <p>Website: <a href="http://www.tmcaz.com">www.tmcaz.com</a></p> <p><b>NOTE:</b> TMC has on-staff Spanish Medical Interpreters. They also contract with CyraCom Language Services for phone and VRI (Sign Language and all languages)</p>
<input checked="" type="checkbox"/> Arabic	<input checked="" type="checkbox"/> Burmese	<input checked="" type="checkbox"/> Cantonese																							
<input checked="" type="checkbox"/> Farsi	<input checked="" type="checkbox"/> French	<input checked="" type="checkbox"/> Korean																							
<input checked="" type="checkbox"/> Mandarin	<input checked="" type="checkbox"/> Nepali	<input checked="" type="checkbox"/> Russian																							
<input checked="" type="checkbox"/> Somali	<input checked="" type="checkbox"/> Spanish	<input checked="" type="checkbox"/> Vietnamese																							
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<input checked="" type="checkbox"/> Farsi	<input checked="" type="checkbox"/> French	<input checked="" type="checkbox"/> Korean																							
<input checked="" type="checkbox"/> Mandarin	<input checked="" type="checkbox"/> Nepali	<input checked="" type="checkbox"/> Russian																							
<input checked="" type="checkbox"/> Somali	<input checked="" type="checkbox"/> Spanish	<input checked="" type="checkbox"/> Vietnamese																							



**For-Profit Organization**

**A FOREIGN LANGUAGE SERVICE**

<p><b>Types of Services Provided:</b></p> <p><input checked="" type="checkbox"/> Language Interpretation</p> <p style="padding-left: 40px;"><input checked="" type="checkbox"/> In-person</p> <p style="padding-left: 40px;"><input checked="" type="checkbox"/> Telephonic</p> <p><input checked="" type="checkbox"/> Arabic      <input checked="" type="checkbox"/> Burmese      <input checked="" type="checkbox"/> Cantonese</p> <p><input checked="" type="checkbox"/> Farsi      <input checked="" type="checkbox"/> French      <input checked="" type="checkbox"/> Korean</p> <p><input checked="" type="checkbox"/> Mandarin      <input checked="" type="checkbox"/> Nepali      <input checked="" type="checkbox"/> Russian</p> <p><input checked="" type="checkbox"/> Somali      <input checked="" type="checkbox"/> Spanish      <input checked="" type="checkbox"/> Vietnamese</p> <p>For more languages, please click <a href="http://www.aflscorp.com/">http://www.aflscorp.com/</a></p> <p><input checked="" type="checkbox"/> Language Translation</p> <p><input checked="" type="checkbox"/> Arabic      <input checked="" type="checkbox"/> Burmese      <input checked="" type="checkbox"/> Chinese</p> <p><input checked="" type="checkbox"/> Farsi      <input checked="" type="checkbox"/> French      <input checked="" type="checkbox"/> Korean</p> <p><input checked="" type="checkbox"/> Nepali      <input checked="" type="checkbox"/> Russian      <input checked="" type="checkbox"/> Somali</p> <p><input checked="" type="checkbox"/> Spanish      <input checked="" type="checkbox"/> Vietnamese</p> <p>For more languages, please click <a href="http://www.aflscorp.com/">http://www.aflscorp.com/</a></p> <p><b>Types of Products:</b></p> <p><input checked="" type="checkbox"/> Interpretation</p> <p><input checked="" type="checkbox"/> Translation</p>	<p><b>Contact Person:</b></p> <p>Name, Credential (if any)</p> <p>Title</p> <p>Email: <a href="mailto:interpreting@aflscorp.com">interpreting@aflscorp.com</a></p> <p><a href="mailto:translation@aflscorp.com">translation@aflscorp.com</a></p> <p>Tel: 480-813-4242</p> <p>Address: 40 W. Baseline Road Suite 204</p> <p>Mesa, AZ 85210</p> <p>Website: <a href="http://www.aflscorp.com/">http://www.aflscorp.com/</a></p>
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## AVAZA LANGUAGE SERVICES CORP.

<p><b>Types of Services Provided:</b></p> <p><input checked="" type="checkbox"/> Language Interpretation</p> <p style="padding-left: 40px;"> <input checked="" type="checkbox"/> In-person  <input checked="" type="checkbox"/> Telephonic  <input checked="" type="checkbox"/> Video         </p> <p> <input checked="" type="checkbox"/> Arabic    <input checked="" type="checkbox"/> Burmese    <input checked="" type="checkbox"/> Cantonese    <input checked="" type="checkbox"/> Farsi  <input checked="" type="checkbox"/> French    <input checked="" type="checkbox"/> Korean    <input checked="" type="checkbox"/> Mandarin    <input checked="" type="checkbox"/> Nepali  <input checked="" type="checkbox"/> Russian    <input checked="" type="checkbox"/> Somali    <input checked="" type="checkbox"/> Spanish    <input checked="" type="checkbox"/> Vietnamese         </p> <p>For more languages, please click <a href="http://avaza.co/">http://avaza.co/</a></p> <p><input checked="" type="checkbox"/> Language Translation</p> <p> <input checked="" type="checkbox"/> Arabic    <input checked="" type="checkbox"/> Burmese    <input checked="" type="checkbox"/> Chinese    <input checked="" type="checkbox"/> Farsi  <input checked="" type="checkbox"/> French    <input checked="" type="checkbox"/> Korean    <input checked="" type="checkbox"/> Nepali    <input checked="" type="checkbox"/> Russian  <input checked="" type="checkbox"/> Somali    <input checked="" type="checkbox"/> Spanish    <input checked="" type="checkbox"/> Vietnamese         </p> <p>For more languages, please click <a href="http://avaza.co/">http://avaza.co/</a></p> <p><b>Types of Products:</b></p> <p> <input checked="" type="checkbox"/> Interpretation  <input checked="" type="checkbox"/> Translation         </p>	<p>Contact Person: Jenny Kim Business Development Manager</p> <p>Direct: (615) 534-3404 Toll Free: 800-482-8292 ext 5012 Email: <a href="mailto:j.kim@avaza.co">j.kim@avaza.co</a></p> <p>Email: <a href="mailto:info@avaza.co">info@avaza.co</a> Tel: 800-482-8292 Address: 5209 Linbar Drive, Suite 603 Nashville, TN 37211</p> <p>Website: <a href="http://avaza.co/">http://avaza.co/</a></p>
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## CommBridge Translations

<p><b>Types of Services Provided:</b></p> <p><input checked="" type="checkbox"/> Language Interpretation</p> <p style="padding-left: 40px;"> <input checked="" type="checkbox"/> In-person  <input checked="" type="checkbox"/> Telephonic  <input checked="" type="checkbox"/> Video         </p> <p> <input checked="" type="checkbox"/> Arabic    <input checked="" type="checkbox"/> Burmese    <input checked="" type="checkbox"/> Cantonese    <input checked="" type="checkbox"/> Farsi  <input checked="" type="checkbox"/> French    <input checked="" type="checkbox"/> Korean    <input checked="" type="checkbox"/> Mandarin    <input checked="" type="checkbox"/> Nepali  <input checked="" type="checkbox"/> Russian    <input checked="" type="checkbox"/> Somali    <input checked="" type="checkbox"/> Spanish    <input checked="" type="checkbox"/> Vietnamese         </p> <p>For more languages, please click <a href="http://commbridge-translations.com/interpretation-2/">http://commbridge-translations.com/interpretation-2/</a></p> <p><input checked="" type="checkbox"/> Language Translation</p> <p> <input checked="" type="checkbox"/> Arabic    <input checked="" type="checkbox"/> Burmese    <input checked="" type="checkbox"/> Chinese    <input checked="" type="checkbox"/> Farsi  <input checked="" type="checkbox"/> French    <input checked="" type="checkbox"/> Korean    <input checked="" type="checkbox"/> Nepali    <input checked="" type="checkbox"/> Russian  <input checked="" type="checkbox"/> Somali    <input checked="" type="checkbox"/> Spanish    <input checked="" type="checkbox"/> Vietnamese         </p> <p>For more languages, please click <a href="http://commbridge-translations.com/translation-2/">http://commbridge-translations.com/translation-2/</a></p> <p><b>Types of Products:</b></p> <p> <input checked="" type="checkbox"/> Interpretation  <input checked="" type="checkbox"/> Translation         </p>	<p>Contact Person: Josefina Healy</p> <p>Email:  <a href="mailto:info@commbridge-translations.com">info@commbridge-translations.com</a>  <a href="mailto:josefina@commbridge-translations.com">josefina@commbridge-translations.com</a> </p> <p>Tel: 480-245-6728 Toll Free: 877-782-8738 Address: 2942 North 24th Street Phoenix, AZ 85016</p> <p>Website:  <a href="http://commbridge-translations.com/">http://commbridge-translations.com/</a> </p>
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## CyraCom

### Types of Services Provided:

☒ Language Interpretation

☒ In-person

☒ Telephonic

☒ Video

☒ Arabic

☒ Burmese

☒ Cantonese

☒ Farsi

☒ French

☒ Korean

☒ Mandarin

☒ Nepali

☒ Russian

☒ Somali

☒ Spanish

☒ Vietnamese

For more languages, please click <http://www.cyacom.com/>

☒ Language Translation

☒ Arabic

☒ Burmese

☒ Chinese

☒ Farsi

☒ French

☒ Korean

☒ Nepali

☒ Russian

☒ Somali

☒ Spanish

☒ Vietnamese

For more languages, please click

<http://www.cyacom.com/>

☒ Organizational/Program Assessment

☒ Group Training

☒ Train-the-Trainer

☒ Curriculum Development

### Types of Products:

☒ Interpretation

☒ Translation

☒ Curricula

☒ Training Toolkits and Materials

Email: [info@cyacom.com](mailto:info@cyacom.com)

Tel: 800-713-4950

Address: 5780 North Swan Road  
Tucson, AZ 85718

Website: <http://www.cyacom.com/>

## LANGUAGE LINE

### Types of Services Provided:

☒ Language Interpretation

☒ In-person

☒ Telephonic

☒ Video

☒ Arabic

☒ Burmese

☒ Cantonese

☒ Farsi

☒ French

☒ Korean

☒ Mandarin

☒ Nepali

☒ Russian

☒ Somali

☒ Spanish

☒ Vietnamese

For more languages, please click <http://www.languageine.com>

☒ Language Translation

☒ Arabic

☒ Burmese

☒ Chinese

☒ Farsi

☒ French

☒ Korean

☒ Nepali

☒ Russian

☒ Somali

☒ Spanish

☒ Vietnamese

For more languages, please click

<http://www.languageine.com>

### Types of Products:

☒ Interpretation

☒ Translation

Email: [WeCare@languageine.com](mailto:WeCare@languageine.com)

Tel: 800-752-6096

Address: 1 Lower Ragsdale Drive,  
Building 2

Monterey, CA 93940

Website:

<http://www.languageine.com>

## LINGUISTICA INTERNATIONAL

<p><b>Types of Services Provided:</b></p> <p><input checked="" type="checkbox"/> Language Interpretation</p> <p>    <input checked="" type="checkbox"/> In-person</p> <p>    <input checked="" type="checkbox"/> Telephonic</p> <p>    <input checked="" type="checkbox"/> Video</p> <p><input checked="" type="checkbox"/> Arabic    <input checked="" type="checkbox"/> Burmese    <input checked="" type="checkbox"/> Cantonese    <input checked="" type="checkbox"/> Farsi</p> <p><input checked="" type="checkbox"/> French    <input checked="" type="checkbox"/> Korean    <input checked="" type="checkbox"/> Mandarin    <input checked="" type="checkbox"/> Nepali</p> <p><input checked="" type="checkbox"/> Russian    <input checked="" type="checkbox"/> Somali    <input checked="" type="checkbox"/> Spanish    <input checked="" type="checkbox"/> Vietnamese</p> <p>For more languages, please click  <a href="http://www.linguisticainternational.com/">http://www.linguisticainternational.com/</a></p> <p><input checked="" type="checkbox"/> Language Translation</p> <p><input checked="" type="checkbox"/> Arabic    <input checked="" type="checkbox"/> Burmese    <input checked="" type="checkbox"/> Chinese    <input checked="" type="checkbox"/> Farsi</p> <p><input checked="" type="checkbox"/> French    <input checked="" type="checkbox"/> Korean    <input checked="" type="checkbox"/> Nepali    <input checked="" type="checkbox"/> Russian</p> <p><input checked="" type="checkbox"/> Somali    <input checked="" type="checkbox"/> Spanish    <input checked="" type="checkbox"/> Vietnamese</p> <p>For more languages, please click  <a href="http://www.linguisticainternational.com/">http://www.linguisticainternational.com/</a></p> <p><b>Types of Products:</b></p> <p><input checked="" type="checkbox"/> Interpretation</p> <p><input checked="" type="checkbox"/> Translation</p>	<p>Email:  <a href="mailto:admin@linguisticainternational.com">admin@linguisticainternational.com</a></p> <p>Tel: 866-908-5744</p> <p>Address: 8819 South Redwood Road  Suite D,  Professional Plaza,  West Jordan, UT 84088</p> <p>Website:  <a href="http://www.linguisticainternational.com/">http://www.linguisticainternational.com/</a></p>
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## American Sign Language (ASL)

### A FOREIGN LANGUAGE SERVICES

Email: [interpreting@aflscorp.com](mailto:interpreting@aflscorp.com)  
Voice: 480-813-4242  
Address: 40 W Baseline Rd. #204, Mesa, AZ 85210  
Website: <http://www.aflscorp.com>

### ACCESS PROFESSIONAL INTERPRETING

Email: [requests@apinterpreting.com](mailto:requests@apinterpreting.com)  
Voice: 602-865-9800  
Address: P.O. Box 10988, Tempe, AZ 85284  
Website: <http://www.apinterpreting.com>

### ADVANTAGE INTERPRETING

Email: [info@advantageinterpreting.com](mailto:info@advantageinterpreting.com)  
Voice: 480-398-8107  
Address: 8490 S Power Rd Ste # 105166, Gilbert, AZ 85297  
Website: <http://www.advantageinterpreting.com>

### ARIZONA INTERPRETING SERVICE, INC.

Email: [Front-office@arizonainterpretingservice.com](mailto:Front-office@arizonainterpretingservice.com)  
Scheduling Line: 480-961-7331  
After Hour Emergency Phone: 602-291-0018  
Address: 4425 E. Agave Rd #120 Phoenix, AZ, 85044  
Website: <http://www.arizonainterpretingservice.com/index.html>

### **ARIZONA SIGN LANGUAGE INTERPRETING FOR THE DEAF, LLC**

Email: [officemanager@aslid.com](mailto:officemanager@aslid.com)  
Voice: 602-705-6560  
Address: PO Box 6446, Peoria, AZ 85385  
Website: <http://www.aslid.com/>

### **ARIZONA STATE SCHOOLS FOR THE DEAF AND BLIND, INTERPRETING SERVICES**

Email: [request@copdaz.org](mailto:request@copdaz.org)  
Voice: 520-770-3236  
Address: P.O. Box 88510, Tucson, AZ 85754  
Website: <http://www.asdb.state.az.us>

### **BIRNBAUM INTERPRETING SERVICE**

Email: [laura.young@bisworld.com](mailto:laura.young@bisworld.com)  
Voice: 301-587-8885; 800-471-6441  
Address: 8555 16th Street Suite 400, Silver Springs, MD 20910  
Website: <http://www.bisworld.com>

### **COMMUNITY OUTREACH PROGRAM FOR THE DEAF**

Email: [request@copdaz.org](mailto:request@copdaz.org)  
Voice: 520-445-8484; 520-445-8488 (alternate)  
Address: 268 W. Adams St., Tucson, AZ 85705  
Website: <http://www.copdaz.org>

## **DAVO SERVICES**

Email: [request@davoservices.com](mailto:request@davoservices.com)  
Voice: 623-505-7292  
Address: 28022 North Sierra Sky Drive, Peoria, AZ 85383  
Website: <http://davoservices.com/>

## **DEAF FRIENDLY INTERPRETING SERVICE**

Email: [office@deaf-friendly-interpreting.com](mailto:office@deaf-friendly-interpreting.com)  
Voice: 520-230-7853  
Address: PO Box 1372, Cortaro, AZ 85652  
Website: <http://deaf-friendly-interpreting.com/DFIS/Welcome.html>

## **DEAF LINK**

Email: [info@deaflink.com](mailto:info@deaflink.com)  
Voice: 210-590-7487  
Address: 500 N. Loop 1604 E, San Antonio, TX 78232  
Website: <http://www.deaflink.com>

## **ELM HAVEN INTERPRETING**

Email: [hu\\_ntrprtr@hotmail.com](mailto:hu_ntrprtr@hotmail.com)  
Voice: 443-889-5039  
Address: 1193 Joshua Tree Dr., Sierra Vista, AZ 85635  
Website: <http://www.elmhaveninterpreting.com>



## **FINGER WORKS**

Email: [Info@Finger-Works.com](mailto:Info@Finger-Works.com)  
Voice / Text: 623-262-2577  
VP: 602-714-9591  
Address: 2517 W Aster Drive, Phoenix, AZ 85029  
Website: N/A

## **HANDS ACCESSING RELIABLE INTERPRETING SERVICES, LLC.**

Email: [askharis@cox.net](mailto:askharis@cox.net)  
Voice: 602-625-4280; 480-636-1511 (VP)  
Address: N/A  
Website: <http://www.askharis.com/>

## **HORN INTERPRETING SERVICES INC., DBA AZFLIS**

Email: [azterps2@gmail.com](mailto:azterps2@gmail.com)  
Voice: 623-444-5546; 480-595-9515; 602-476-2697  
Address: P.O. Box 3296, Chandler, AZ 85244  
Website: <http://www.azflis.com/>

## **INTERPRETERS OF THE VALLEY**

Email: [request@valleyinterpreting.com](mailto:request@valleyinterpreting.com)  
Voice: 480-406-0556  
Address: Phoenix, AZ  
Website: <http://www.valleyinterpreting.com>

## **MARICOPA INTEGRATED HEALTH SYSTEM, CULTURAL AND LANGUAGE SERVICES**

Email: [Luis.Gendreau@mihs.org](mailto:Luis.Gendreau@mihs.org)  
Voice: 602-344-1826  
Address: 2601 E. Roosevelt Street, Phoenix, AZ 85008  
Website: <http://www.mihs.gov>

## **MOHAVE SIGN LANGUAGE**

Email: [jasmine.marin@gmail.com](mailto:jasmine.marin@gmail.com)  
Voice: 614-374-6269  
Address: 2481 Fox Ave, Kingman, AZ 86409  
Website: <http://www.mohavesignlanguage.com>

## **PURPLE COMMUNICATIONS**

Email:  
Voice: 877-885-3172  
Address: 1295 W. Washington Street, Suite 104, Tempe, AZ 85281  
Website: <http://www.purple.us/>

## **STATEWIDE INTERPRETING SERVICES**

Email: [sis\\_llc@yahoo.com](mailto:sis_llc@yahoo.com)  
Voice: 602-973-8072  
Address: 3523 W Palo Verde Dr., Phoenix, AZ 85019  
Website: N/A

## **VALLEY CENTER OF THE DEAF**

Email: [interpreting@vcdaz.org](mailto:interpreting@vcdaz.org)

Voice: 602-267-1921

TTY: 602-267-9122

Videophone: 623-208-4349

Address: Disability Empowerment Center, 5025 E. Washington St, Suite #114, Phoenix, AZ  
85034

Website: <http://www.vcdaz.org/>

## Health Disparities Research & Academic Centers in Arizona

### Arizona State University

#### American Indian Policy Institute

Discovery Hall  
250 E. Lemon St., Room 272  
PO Box 872603  
Tempe, AZ 85287-2603  
Phone: (480) 965-1055 | Fax: (480) 965-6404  
Email: [aipi@asu.edu](mailto:aipi@asu.edu)  
Website: <http://aipi.clas.asu.edu/>

#### Center for Healthy Families' Research

ASU Downtown Campus  
500 N. 3<sup>rd</sup> Street  
Phoenix, AZ 85004  
Phone: 602-496-2644 | Fax: 602-496-0886  
Website:  
<https://nursingandhealth.asu.edu/research/center/center-healthy-families%E2%80%99research?destination=node/4069>

#### Southwest Interdisciplinary Research Center

ASU Downtown Campus  
411 N. Central Avenue, Suite 720  
Phoenix, AZ 85004-0693  
Phone: 602-496-0700 | Fax: 602-496-0958  
Website: <http://sirc.asu.edu/>

### Canyon Ranch Institute

8600 E. Rockcliff Road  
Tucson, AZ 85750  
Phone: 520-239-8561  
Website: <http://www.canyonranchinstitute.org>

### Diné College

#### Center for Diné Studies

1 Circle Dr., Route 12  
Tsaile, AZ 86556  
Phone: 928-724-6658  
Website: <http://www.dinecollege.edu/academics/dinestudies.php>

## **Northern Arizona University**

### **Interdisciplinary Health Policy Institute**

PO Box 6023

Flagstaff, AZ 86011

Phone: 928-523-8830 | Fax: 928-523-1277

Email: [Health.Policy@nau.edu](mailto:Health.Policy@nau.edu)

Website: <http://nau.edu/CHHS/IHPI/Researchers-Staff/>

### **Partnership for Native American Cancer Prevention**

P O Box 5659

Peterson Hall, room #312

Flagstaff, AZ 86001

Phone: 928-523-8593 | Fax: 928-523-7317

<http://www.nacp.nau.edu/>

## **University of Arizona**

### **Arizona Prevention Research Center**

1295 N. Martin Avenue

P.O. Box 245163

Tucson, AZ 85724

Phone: 520-626-5682 | Fax: 520-626-4830

<http://azprc.arizona.edu/>

### **Cancer Health Disparities Institute**

1501 N. Campbell Avenue

Tucson, AZ 85719

Phone: 520-694-2873

<http://azcc.arizona.edu/research/disparities>

### **Canyon Ranch Center for Prevention and Health Promotion**

1295 N. Martin Avenue

P.O. Box 245163

Tucson, AZ 85724

<http://crcphp.arizona.edu/>

### **Center of Excellence in Women's Health**

PO Box 210477

Tucson, AZ 85721-0477

Phone: 520-626-8539

<http://womenshealth.arizona.edu/>

**Center for Rural Health**

1295 N. Martin Avenue

P.O. Box 245163

Tucson, AZ 85724

Phone: 520-626-5823 | Fax: 520-626-3101

<http://crh.arizona.edu/>

**National Center for Interpretation**

800 E University Blvd, Suite 200

Tucson, AZ 85719

Phone: 520-621-0658 | Fax: 520-621-0558

Email: [ncitrp@email.arizona.edu](mailto:ncitrp@email.arizona.edu)

<http://nci.arizona.edu>

## Training & Continuation Education Resources (Free)

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### **Cultural Competency/Cross-Cultural Communications**

- **Institute for Healthcare Improvement:**  
Patient- and Family-Centered Care 101: Dignity and Respect –  
<http://app.ihl.org/lms/coursedetailview.aspx?CourseGUID=8eb52137-21d7-4b30-afcd-fd781de6d6d5&CatalogGUID=6cb1c614-884b-43ef-9abd-d90849f183d4>
- **Management Sciences for Health and the U.S. Department of Health and Human Services/Health Resources and Services Administration:**  
The Provider's Guide to Quality and Culture –  
<http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English>
- **New York-New Jersey Public Health Training Center:**  
Exploring Cross-Cultural Communication –  
<http://www.empirestatephtc.org/learning/pages/catalog/cc/default.cfm>
- **South Central Public Health Partnership:**  
Cultural Diversity, Health Disparities, and Public Health –  
[http://lms.southcentralpartnership.org/scphp/mycourse\\_desc.php?id=187](http://lms.southcentralpartnership.org/scphp/mycourse_desc.php?id=187)  
Diversity and Cultural Competency in Public Health Settings – Basic Level –  
[http://moodle01.southcentralpartnership.org/scphp/mycourse\\_desc.php?id=7](http://moodle01.southcentralpartnership.org/scphp/mycourse_desc.php?id=7)  
Managing Diversity Begins with You –  
[http://moodle01.southcentralpartnership.org/scphp/mycourse\\_desc.php?id=10](http://moodle01.southcentralpartnership.org/scphp/mycourse_desc.php?id=10)
- **Upper Midwest Public Health Training Center:**  
Cross-Cultural Communication and Nutrition Assessment –  
<http://cph.uiowa.edu/UMPHTC/education-and-training/cultural-comp.html>  
Cultural Competence and WIC Nutrition Assessment: How Culture Affects Food Beliefs and Practices –  
<http://cph.uiowa.edu/UMPHTC/education-and-training/cultural-comp.html>
- **U.S. Department of Health and Human Services, Health Resources and Services Administration:**  
Effective Communication Tools for Healthcare Professionals (formerly titled Unified Health Communication). 2007 –  
<http://www.hrsa.gov/publichealth/healthliteracy/>
- **U.S. Department of Health and Human Services, Office of Minority Health. Think Cultural Health:**  
A Physician's Practical Guide to Culturally Competent Care –  
<https://www.thinkculturalhealth.hhs.gov/Content/ContinuingEd.asp>  
Culturally Competent Nursing Care: A Cornerstone of Caring –  
<https://www.thinkculturalhealth.hhs.gov/Content/ContinuingEd.asp>  
Cultural Competency Curriculum for Disaster Preparedness and Crisis Response  
<https://www.thinkculturalhealth.hhs.gov/Content/ContinuingEd.asp>  
Cultural Competency Program for Oral Health Professionals  
<https://www.thinkculturalhealth.hhs.gov/Content/ContinuingEd.asp>  
Specialty Education & CLAS Modules  
<https://www.thinkculturalhealth.hhs.gov/Content/ContinuingEd.asp>

## **Health Literacy**

- **Michigan Public Health Training Center:**  
Health Literacy and Immunizations: Working at the Local Public Health Level –  
[https://practice.sph.umich.edu/mphtc/site.php?module=courses\\_one\\_online\\_course&id=434](https://practice.sph.umich.edu/mphtc/site.php?module=courses_one_online_course&id=434)
- **Midwest Center for Life-Long-Learning in Public Health:**  
Culture and Health Literacy: Beyond Access –  
<http://sph.umn.edu/ce/online/>  
Culture and Healthy Literacy: Case Studies  
<http://sph.umn.edu/ce/online/>
- **New York-New Jersey Public Health Training Center:**  
Health Literacy and Public Health: Introduction –  
<http://www.phtc-online.org/learning/pages/catalog/phlit01/>  
Health Literacy and Public Health: Strategies for Addressing Low Health Literacy –  
<http://www.phtc-online.org/learning/pages/catalog/phlit02/>
- **U.S. Department of Health and Human Services, Centers for Disease Control and Prevention:**  
Clear Communication Index –  
<http://www.cdc.gov/healthcommunication/ClearCommunicationIndex/>  
Health Literacy for Public Health Professionals (Web-based) –  
[http://www2a.cdc.gov/TCEOnline/registration/detailpage.asp?res\\_id=2074](http://www2a.cdc.gov/TCEOnline/registration/detailpage.asp?res_id=2074)
- **Plainlanguage.gov**  
Plain-Language Training  
[http://www.plainlanguage.gov/resources/take\\_training/index.cfm](http://www.plainlanguage.gov/resources/take_training/index.cfm)  
Online and in-person
- **Maryland Department of Health and Mental Hygiene**  
Primer on Cultural Competency and Health Literacy  
<http://dhmh.maryland.gov/mhhd/CCHLP/SitePages/Home.aspx>

## **Language Services/Limited English Proficiency**

- American Academy of Family Physicians: Quality Care for Diverse Populations – Video Series –  
<http://www.aafp.org/patient-care/public-health/cultural-proficiency.html>
- Bilingual Communications, Inc.: Working with Interpreters in Healthcare –  
<http://www.aheconnect.com/newahec/cdetail.asp?courseid=Inter>

## **Other**

- Midwest Center for Life-Long-Learning in Public Health:  
Immigrant Health Online Module –  
<http://sph.umn.edu/ce/online/>
- National Association of City and County Health Officials:  
Roots of Inequality: An Online Learning Collaborative –  
<http://www.rootsofhealthinequity.org/>
- University of Minnesota:  
Free Short Course in Immigrant and Refugee Health –  
<http://www.globalhealth.umn.edu/free-intro-course/>



## Training & Continuation Education Resources (Fee-Based)

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### **National and Regional Training & Continuation Education Resources:**

- American Medical Association:  
Working Together to End Racial and Ethnic Disparities: One Physician at a Time Kit –  
[https://commerce.ama-assn.org/store/catalog/productDetail.jsp?product\\_id=prod1240029&navAction=push](https://commerce.ama-assn.org/store/catalog/productDetail.jsp?product_id=prod1240029&navAction=push)
- American Psychological Association, McAuliffe GJ:  
Key Practices in Culturally Alert Counseling –  
<http://www.apa.org/education/ce/1360220.aspx>
- ASL University  
Online American Sign Language Curriculum Resource Center –  
<http://www.lifeprint.com/asl101/index.htm>
- Cross-Cultural Communications  
Community Interpreting Training –  
Cultural Competency Training –  
<http://www.thecommunityinterpreter.com/training.html>
- Cross Cultural Health Care Program:  
Cultural Competency Training –  
Medical Interpreter Training –  
<http://xculture.org/>
- Greensboro Area Health Education Center (AHEC),  
Barba BE, Tesh AS, DeBrew JK: UNCG Geriatric Training Series: Cultural Perspectives of Aging –  
<http://www.aheconnect.com/newahec/cdetail.asp?courseid=uncg2>  
Espitia B, Smith L. El Futuro Series: Module D. He Treated Me Like An Animal—The Impact of  
Discrimination on Latino Mental Health –  
<http://www.aheconnect.com/newahec/cdetail.asp?courseid=elfuturo4>  
Smith L, Siu K. El Futuro Series: Module F. Si Dios Lo Permite:  
The Role of Spirituality in Working with Latinos –  
<http://www.aheconnect.com/newahec/cdetail.asp?courseid=elfuturo6>  
Smith L, Stein GL. El Futuro Series: Module B. Culture Bound Syndromes –  
<http://www.aheconnect.com/newahec/cdetail.asp?courseid=elfuturo2>
- Harriet Koskoff:  
Cross-Cultural Issues –  
<http://www.fanlight.com/catalog/subjects/culture.php>
- InterpreterEd.com  
<http://www.interpretered.com/>
- Kaiser Permanente/California Endowment Multicultural Health Series –  
[http://www.calendow.org/uploadedFiles/multicultural\\_health\\_series.pdf](http://www.calendow.org/uploadedFiles/multicultural_health_series.pdf)
- Manhattan Cross Cultural Group: Quality Interactions:  
A Patient-Based Approach to Cross-Cultural Care –  
<http://www.qualityinteractions.org/index.html>
- PRIME, Mastrole RK, Root S, LePage C. :

Addressing Cultural Competence in Health Care –

[http://primeinc.org/cme/online/177/Addressing\\_Cultural\\_Competence\\_in\\_Health\\_Care](http://primeinc.org/cme/online/177/Addressing_Cultural_Competence_in_Health_Care)

Best Practices to Achieve Cultural Competence in Health Care

[http://primeinc.org/cme/online/178/Best\\_Practices\\_to\\_Achieve\\_Cultural\\_Competence\\_in\\_Health\\_Care](http://primeinc.org/cme/online/178/Best_Practices_to_Achieve_Cultural_Competence_in_Health_Care)

- Quality Interactions, Inc.:  
Quality Interactions for Health Care Professionals –  
[http://www.qualityinteractions.org/prod\\_overview/health\\_care\\_program\\_features.html](http://www.qualityinteractions.org/prod_overview/health_care_program_features.html)
- Tanenbaum Center for Interreligious Understanding:  
Improving Religio-Cultural Competence in Patient Care –  
<https://www.tanenbaum.org/cme>

#### **Local Training & Continuation Education Resources:**

- American Sign Language / Interpreter Preparation  
Phoenix College  
1202 W. Thomas Road, Phoenix, AZ 85013  
Email: [michelle.monahan@phoenixcollege.edu](mailto:michelle.monahan@phoenixcollege.edu)  
Tel: 602-285-7837  
<http://www.phoenixcollege.edu/academics/programs/american-sign-language-interpreter-preparation>
- ASL Educational Interpreting Program  
University of Arizona  
Tucson, AZ  
Email: [cvolk@email.arizona.edu](mailto:cvolk@email.arizona.edu)  
<http://asl.arizona.edu/>
- Bridging Cultures Program  
Asian Pacific Community in Action  
6741 N 7<sup>th</sup> Street, Phoenix, AZ 85014  
Email: [info@apcaaz.org](mailto:info@apcaaz.org)  
Tel: 602-265-4598  
<http://www.bridgingculturesaz.org/>
- Medical Interpreter Training  
Hamro America  
2802 N. 37<sup>th</sup> Ave., Phoenix, AZ 85009  
Email: [emma@hamroamerica.org](mailto:emma@hamroamerica.org)  
Tel: 602-475-5080  
<http://www.hamroamerica.org/>
- Spanish Bilingual Assistant and Conversational Spanish Training  
Maricopa Integration Health System  
Community Relation Department  
2601 E. Roosevelt Street  
Phoenix, AZ 85008  
Email: [Luis.Gendreau@mihs.org](mailto:Luis.Gendreau@mihs.org)

Tel: 602-344-1826

<http://www.mihs.gov>

- Spanish for Medical Interpretation  
Accredited by the Certification Commission for Healthcare Interpreters  
Rio Salado College  
2323 W. 14th Street  
Tempe, AZ 85281  
Email: [academic.advisement@riosalado.edu](mailto:academic.advisement@riosalado.edu)  
Tel: 480-517-8580  
<http://www.riosalado.edu/programs/medinterpret/Pages/default.aspx>
- Spanish Medical Interpreter Class  
Fortis College  
555 N. 18<sup>th</sup> Street Suite 110, Phoenix, AZ  
Email: [sphillips@edaff.com](mailto:sphillips@edaff.com)  
Tel: 602-254-3099  
<http://www.fortiscollege.edu>
- Spanish Medical Interpreting Classes  
Phoenix Children's Hospital  
1919 E Thomas Rd, Phoenix, AZ 85006  
Email: [sba@phoenixchildrens.com](mailto:sba@phoenixchildrens.com)  
<http://www.phoenixchildrens.org/professionals/for-nurses/spanish-language-classes>
- Spanish Medical Interpreter Program  
Estrella Mountain Community College  
3000 North Dysart Road, Avondale, AZ, 85392  
Tel: 623-535-2802  
Email: [sba@phoenixchildrens.com](mailto:sba@phoenixchildrens.com)  
<http://www.estrellamountain.edu/programs/spanish-medical-interpreter>

## Cultural and Linguistic Competence Related Publications

Anand, R. (1999). *Cultural competence in health care: A guide for trainers* (2<sup>nd</sup> ed.). Washington DC: NMCI Publications.

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Anderson, N.B., Bulatao, R.A., & Cohen B. (Eds). (2004). *Critical Perspectives on Racial and Ethnic Diversity in Healthcare in Late Life*. Washington, D.C.: The National Academies Press.

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Bancroft, M.A., & Dallmann, H. (2010). *Medical Terminology for Interpreters: A Handbook* (3<sup>rd</sup> ed.). Culture and Language Press.

Carter, R. T. (Ed). (2005). *Racial-cultural psychology and counseling: Theory and research, volume 1*. New Jersey: John Wiley & Sons, Inc.

Carter, R. T. (Ed). (2005). *Racial-cultural psychology and counseling: Training and practice, volume 2*. New Jersey: John Wiley & Sons, Inc.

Constantine, M. & Sue, D. W., (Ed). (2005). *Strategies for building multicultural competence in mental health and educational settings*. New Jersey: John Wiley & Sons, Inc.

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Cuellar, I. & Paniagua, F. A. (Eds.). (2000). *Handbook of multicultural mental health*. San Diego, CA: Academic Press.

Dana, R. H. (2005). *Multicultural assessment: Principles, applications, and examples*. New Jersey: Lawrence Erlbaum Associates Publishers.

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DeLisser, H., & Hark, L. (2009). *Achieving Cultural Competency: A Case-Based Approach to Training Health Professionals*. New Jersey: John Wiley & Sons, Inc.

Framer, I., Bancroft, M.A., Feuerle, L., & Bruggeman, J. (2010). *The Language of Justice: A Training Manual*. Washington, D.C.: Ayuda.

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Halbur, K.V., & Halbur, D.A. (2008). *Essentials of Cultural Competence in Pharmacy Practice*. Washington, D.C. : American Pharmacists Association.

Helman, C.G. (2007). *Culture, health, and illness*. New York, NY: Oxford University Press.

Institute of Medicine (2009). [Race, Ethnicity, and Language Data: Standardization for Health Care Quality Improvement](#).

Jeffreys, M.R. (2006). *Teaching cultural competence in nursing and health care: Inquiry, action, and innovation* (5<sup>th</sup> ed.). New York, NY: Springer.

Lynch, E.W. & Hanson, M.J. (2004). *Developing cross-cultural competence: A guide for working with children and their families* (3<sup>rd</sup> ed.). Baltimore, MD: Paul H. Brookes Publishing Co.

McDermott, J.F. & Andrade, N.N. (2011). *People and cultures of Hawai'i: the evolution of culture and ethnicity*. Honolulu, HI: University of Hawaii Press.

McGoldrick, M., Giordano, J., Garcia-Preto, N. (Eds.). (2005). *Ethnicity and family therapy* (3rd ed.). New York: Guilford Press.

Minnesota Community Measurement. (2010). [Handbook on the Collection of Race/Ethnicity/Language Data in Medical Groups](#).

National Association of County & City Health Officials. (2014). [Expanding the Boundaries: Health Equity and Public Health Practice](#).

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Pedersen, P. (Ed). (1999). *Multiculturalism as a forth force*. New York: Hamilton Printing Company.

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Pontorotto, J.G., Casas, J.M.; Suzuki, L.A., & Alexander, C.M. (Eds.) (2001). *Handbook of multicultural*

*counseling, 2<sup>nd</sup> Edition*. Thousand Oaks, CA: Sage Publications, Inc.

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Waxler-Morrison, N., Anderson, J.M., Richardson, E., & Chambers, N.A. (Eds.). (2005). *Cross-cultural caring: A handbook for health professionals* (2<sup>nd</sup> ed.). Vancouver: UBC Press.

Williams, R.A. (Ed.). (2007). *Eliminating Healthcare Disparities in America: Beyond the IOM Report*. Totowa, New Jersey: Humana Press.

## Healthcare Interpreter Resource & Certification

### **Certification Commission for Healthcare Interpreters**

1725 I Street NW, Suite 300  
Washington, DC 20006  
866-969-6665  
<http://www.healthcareinterpretercertification.org/index.html>

### **National Board of Certification for Medical Interpreters**

PO Box 300  
Stow, MA 01775  
[info@certifiedmedicalinterpreters.org](mailto:info@certifiedmedicalinterpreters.org)  
765-MED-CERT (1-765-633-2378)  
<http://www.certifiedmedicalinterpreters.org/aboutus>

## Certification for Bilingual Healthcare Providers

### **National Certification for Bilingual Healthcare Providers**

102 W 38<sup>th</sup> Street  
New York, NY 10012  
212-274-1654  
[info@ncbhpcertified.org](mailto:info@ncbhpcertified.org)  
<http://www.ncbhpcertified.org/>

## Interpreter and Translator Organizations

### **American Translators Association**

225 Reinekers Lane, Suite 590  
Alexandria, VA 22314  
Phone: 1-703- 683-6100 | Fax: 1-703-683-6122  
[ata@atanet.org](mailto:ata@atanet.org)  
<http://www.atanet.org/>

### **Arizona Association of the Deaf, Inc.**

1545 W Osborn Road  
Phoenix, AZ 85015  
<http://www.azadinc.org/home/>

### **Arizona Registry Interpreters for the Deaf**

PO Box 7448  
Phoenix, AZ 85011  
[president@arizonarid.org](mailto:president@arizonarid.org)  
<http://arizonarid.wildapricot.org/>

### **Arizona Translators & Interpreters, Inc.**

PO Box 36464  
Phoenix, Arizona 85067-6464  
[contactus@atiinc.org](mailto:contactus@atiinc.org)  
<http://atiinc.org/>

### **International Medical Interpreters Association**

US Headquarters:  
800 Washington Street  
Box 271  
Attn: Yoshie Ng  
Boston, MA 02111-1845  
Phone: 617-636-1798 | Fax: 1-866-406-IMIA (4642)  
[info@imiaweb.org](mailto:info@imiaweb.org)  
<http://www.imiaweb.org/>

### **National Association of the Deaf**

8630 Fenton Street, Suite 820  
Silver Spring, MD 20910  
Voice/VP: 301-587-1788 or 301-328-1443  
TTY: 301-587-1789



<http://www.nad.org/>

**National Council on Interpreting in Health Care**

5614 Connecticut Avenue NW #119

Washington DC 20015-2604

[info@NCIHC.org](mailto:info@NCIHC.org)

<http://www.ncihc.org/>

**Registry of Interpreters for the Deaf (RID)**

333 Commerce Street

Alexandria, VA 22314

Phone: (703) 838-0030 / (703) 838-0459 TTY | Fax: (703) 838-0454

[ridinfo@rid.org](mailto:ridinfo@rid.org)

<http://www.rid.org/>

## Glossary

**Certification** is a process by which a governmental, academic or professional organization attests to or guarantees that an individual is qualified to provide a particular service. Certification calls for formal assessment, using an instrument that has been tested for validity and reliability, so that the certifying body can be confident that the individuals it certifies have the knowledge and skills needed to do the job.<sup>1</sup>

**Cross-Cultural Communication**, also known as intercultural communication, is defined as communication, and the study of it, among peoples of different cultural, ethnic and tribal backgrounds. Because of the inherent differences between the message sender/encoder and the message receiver/decoder, the risk of misunderstanding is particularly high in intercultural situations.<sup>2</sup>

**Cultural Competence** is a set of congruent behaviors, attitudes, policies and practices which creates and fosters an organizational culture that enables health care providers and organizations to:

- Recognize and acknowledge diverse groups within the service population;
- Understand the role of diverse values, norms, practices, attitudes and beliefs about disease, treatment and prevention in program and policy development and health services planning;
- Enhance accessibility to services to diverse groups by improving cultural and linguistic competencies and availability;
- Take a holistic view of health, inclusive of cultural health beliefs and practices, and the physical, mental and emotional aspects of diverse groups;
- Respect and support the dignity and perspective of the client, patient, family and staff, to best address the health interest of the patient;
- Ensure systems of recruitment, evaluation, staff development and retention that support an organizational culture and staff that are better able to provide health services that meet the cultural and linguistic needs of the community;
- Improve the health status of the populations and communities served.<sup>3</sup>

**Culture:** the shared values, traditions, norms, customs, arts, history, folklore, and institutions of a group of people. Culture is a vital factor in both how clinicians deliver services and how patients respond to medical services and preventive interventions. Culture is determined not only by ethnicity but by factors such as geography, age, language, religion, gender, sexual orientation, physical ability and socioeconomic status.<sup>3</sup>

**Health** is a state of complete physical, mental, and social well-being and not just the absence of sickness or frailty.<sup>5</sup>

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<sup>1</sup> National Council on Interpreting in Health Care. <http://www.ncihc.org/certification>

<sup>2</sup> Buffalo State University. Unit 5 Intercultural Communication.

<http://faculty.buffalostate.edu/smithrd/UAE%20Communication/Unit5.pdf>

<sup>3</sup> [http://file.lacounty.gov/dhs/cms1\\_204413.pdf](http://file.lacounty.gov/dhs/cms1_204413.pdf)

<sup>5</sup> Preamble to the Constitution of the World Health Organization as adopted by the International Health Conference, N.Y., 19-22 June, 1946; signed on 22 July 1946 by the representatives of 61 States (Official Records of the World Health Organization, no. 2, p. 100) and entered into force on 7 April 1948.

**Health Disparities:** “Although the term ‘disparities’ often is interpreted to mean racial or ethnic disparities, many dimensions of disparity exist in the United States, particularly in health. If a health outcome is seen in a greater or lesser extent between populations, there is disparity. Race or ethnicity, sex, sexual identity, age, disability, socioeconomic status, and geographic location all contribute to an individual’s ability to achieve good health. It is important to recognize the impact that social determinants have on health outcomes of specific populations.”<sup>6</sup>

**Health Equity** is the “attainment of the highest level of health for all people. Achieving health equity requires valuing everyone equally with focused and ongoing societal efforts to address avoidable inequalities, historical and contemporary injustices, and the elimination of health and health care disparities.”<sup>7</sup>

**Health Inequality** is differences, variations, and disparities in the health achievements of individuals and groups of people.<sup>8</sup>

**Health Inequity** is a difference or disparity in health outcomes that is systematic, avoidable, and unjust.<sup>9</sup>

**Health Literacy** is “the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.”<sup>10</sup>

**Interpretation** is the process of understanding and analyzing a **spoken or signed message** and re-expressing that message faithfully, accurately and objectively in another language.<sup>11</sup>

**Limited English Proficiency or LEP refers to** individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.<sup>12</sup>

**Linguistic Competency:** the health care organization’s ability to provide its non and limited English speaking patients with timely, accurate and confidential interpretation services, and quality, culturally appropriate translated materials; a key component of cultural competency.<sup>3</sup>

**Preferred Language** refers to the language in which an individual is most proficient and uses most frequently to communicate with others inside or outside the family system.<sup>13</sup>

**Social Determinants of Health:** The complex, integrated, and overlapping social structures and

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<sup>6</sup> Healthy People 2020: <http://www.healthypeople.gov/2020/about/disparitiesAbout.aspx>

<sup>7</sup> U.S. Department of Health and Human Services, Office of Minority Health. National Partnership for Action to End Health Disparities. The National Plan for Action Draft as of February 17, 2010. Chapter 1: Introduction. <http://www.minorityhealth.hhs.gov/npa/templates/browse.aspx?&lvl=2&lvlid=34>

<sup>8</sup> Kawachi, I., A glossary for health inequalities. *Journal of Epidemiology and Community Health*, 2002. 56(9): p. 647

<sup>9</sup> Whitehead, M. and Whitehead, The concepts and principles of equity and health. *Health Promotion International*, 1991. 6(3): p. 217.

<sup>10</sup> Institute of Medicine: Health Literacy: A Prescription to End Confusion. [http://www.nap.edu/catalog.php?record\\_id=10883](http://www.nap.edu/catalog.php?record_id=10883)

<sup>11</sup> Interpreting: *Standard Guide for Language Interpretation Services* by the American Society for Testing and Materials.

<sup>12</sup> Limited English Proficiency or LEP: [www.lep.gov](http://www.lep.gov)

<sup>13</sup> [http://file.lacounty.gov/dhs/cms1\\_204413.pdf](http://file.lacounty.gov/dhs/cms1_204413.pdf)

economic systems that are responsible for most health inequities. These social structures and economic systems include the social environment, physical environment, health services, and structural and societal factors. Social determinants of health are shaped by the distribution of money, power, and resources throughout local communities, nations, and the world.<sup>14</sup>

**Socioeconomic Status** is a composite measure that typically incorporates economic, social, and work status. Economic status is measured by income. Social status is measured by education, and work status is measured by occupation. Each status is considered an indicator. These three indicators are related but do not overlap.<sup>15</sup>

**Translation** is the conversion of a **written text** into a different language.<sup>16</sup>

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<sup>14</sup> Commission on Social Determinants of Health (CSDH), Closing the gap in a generation: health equity through action on the social determinants of health. Final report of the Commission on Social Determinants of Health. 2008, World Health Organization: Geneva.

<sup>15</sup> Adler, N.E., Socioeconomic status and health: The challenge of the gradient. *American psychologist*, 1994. 49(1): p. 15.

<sup>16</sup> Translation: The Terminology of Healthcare Interpreting, A Glossary of Terms by the National Council on Interpreting in Health Care.

### Arizona Health Disparities Center (AHDC):

This toolkit is a publication of the Arizona Health Alliance for Language Access Rights (AHALAR), led by the Arizona Health Disparities Center (AHDC). The AHDC is part of the Arizona Department of Health Services within the Bureau of Health Systems Development and is the Federal designee for the State. AHDC serves as Arizona's central source of information and resources related to minority health and health disparities. The Center provides leadership by building networks and community capacity to reduce health disparities. Health disparities are avoidable differences in the incidence, prevalence, mortality and burden of disease within specific population groups.

#### AHDC Mission:

*To promote and protect the health and wellbeing of the minority and vulnerable populations of Arizona by enhancing the capacity of the public health system to effectively serve minority populations and reduce health disparities.*

#### AHDC Vision:

*Health equity for all*

We envision a state where each person has equal opportunity to prevent and overcome disease and live a longer, healthier life.

For more information, please visit [www.azminorityhealth.gov](http://www.azminorityhealth.gov)

### Arizona Health Alliance for Language Access Rights (AHALAR)

Its goal is to create and sustain a welcoming environment that embraces Language Access Services (LAS) in Arizona.

For more information, please visit

<http://azdhs.gov/hsd/health-disparities/campaign-initiatives/language-access/index.php?pg=alliance>

